In re: Szlam et al.
Filed: November 10, 1999
Serial No.: 09/437,414
Page 2

In the Claims:

1-92 (Cancelled)

---

93. (Currently Amended)   A   method   for   managing communications, comprising:

processing inbound ~~communications~~calls;

processing outbound calls~~communications~~;

obtaining a statistic on said outbound ~~communications~~calls; and

adjusting said processing of said inbound calls~~communications~~ based upon said statistic.

94. (Currently Amended)   The method of claim 93, wherein said step of processing inbound ~~communications~~calls comprises connecting said inbound ~~communications~~calls to agents; and said step of adjusting said processing comprises reducing the number of said inbound ~~communications~~calls which are connected to said agents if said statistic exceeds a predetermined value.

95. (Currently Amended)   The method of claim 93, wherein said step of processing inbound ~~communications~~calls comprises

In re: Szlam et al.
Filed: November 10, 1999
Serial No.: 09/437,414
Page 3

connecting said inbound ~~communications~~calls to agents; said step

of obtaining a statistic on said outbound ~~communications~~calls

comprises obtaining information on the duration of said outbound

~~communications~~calls, and said step of adjusting said processing

comprises reducing the number of said inbound ~~communications~~calls

which are connected to said agents if said duration exceeds a

predetermined value.

96. (Currently Amended)   A   method   for   managing
communications, comprising:

    processing inbound ~~communications~~calls;

    processing outbound ~~communications~~calls;

    obtaining a statistic on said inbound ~~communications~~calls;
and

    adjusting   said   processing   of   said   outbound
~~communications~~calls based upon said statistic.

97. (Currently Amended)   The method of claim 96 wherein said
step   of   processing   outbound   ~~communications~~calls   comprises
initiating said outbound ~~communications~~calls, and said step of
adjusting   comprises   reducing   the   number   of   said   outbound
~~communications~~calls which are initiated if said statistic exceeds
a predetermined value.

98. (Currently Amended)   The method of claim 96 wherein said
step   of   processing   outbound   ~~communications~~calls   comprises
initiating   said   outbound   ~~communications~~calls,   said   step   of
obtaining   a   statistic   on   said   inbound   ~~communications~~calls
comprises obtaining information on the duration of said inbound

In re: Szlam et al.
Filed: November 10, 1999
Serial No.: 09/437,414
Page 5

~~communications~~calls, and said step of adjusting said processing

comprises reducing the number of said outbound ~~communications~~calls

which are initiated if said duration exceeds a predetermined

value.

In re: Szlam et al.
Filed: November 10, 1999
Serial No.: 09/437,414
Page 6

99. (Currently Amended)   A   method   for   managing
communications, comprising:

    providing for the processing inbound ~~communications~~calls;

    providing for the processing outbound ~~communications~~calls;

    obtaining a statistic on said inbound ~~communications~~calls;
and

    providing for adjusting said processing of said outbound
~~communications~~calls based upon said statistic.

100. (Currently Amended)   The method of claim 99 wherein said
step of providing for the processing outbound ~~communications~~calls
comprises initiating said outbound ~~communications~~calls, and said
step of providing for adjusting said processing comprises reducing
the number of said outbound ~~communications~~calls which are
initiated if said statistic exceeds a predetermined value.

101. (Currently Amended)   The method of claim 99 wherein said
step of providing for the processing of outbound
~~communications~~calls comprises initiating said outbound
~~communications~~calls, said step of obtaining a statistic comprises
obtaining information on the duration of said inbound

In re: Szlam et al.
Filed: November 10, 1999
Serial No.: 09/437,414
Page 7

~~communications~~calls, and said step of providing for adjusting said processing comprises reducing the number of said outbound ~~communications~~calls which are initiated if said duration exceeds a predetermined value.